



Complaints Procedure

For parents, carers and service users | 2026-2027

We aim to work openly with families and to resolve concerns fairly, sensitively and as quickly as possible. Making a complaint will not adversely affect a child or family's treatment by the preschool.

1. Raise the concern

If you are unhappy about an aspect of your child's care or how you have been treated, please speak first with your child's key person where appropriate. They will listen, explain what happened and apologise where appropriate. The concern and agreed action will be recorded.

2. Contact the setting manager

If the matter is not resolved, is serious, concerns a member of staff, or you prefer not to approach the key person, contact Emma Montero, Setting Manager, at info@isabellos.co.uk, 07534 701 625, or in writing to The Church Hall, Christ Church, Oakhurst, Sayers Common, West Sussex, BN6 9JA. A verbal complaint can be written down with you so that the issues are clear.

The manager will investigate and provide the outcome within 28 days of receiving the complaint. A confidential record of the investigation and outcome will be retained.

3. Escalation

If the complaint concerns the setting manager or you remain dissatisfied, ask for the complaint to be considered by the directors of Isabello's Pre-School Ltd. The directors will review the matter and normally respond within a further 14 days.

Safeguarding allegations

A concern alleging that a child has suffered or may be at risk of harm is dealt with immediately under our safeguarding procedures. The Local Authority Designated Officer, children's social care, police and/or Ofsted will be contacted as required. The setting will not conduct an internal investigation in a way that compromises a statutory investigation.

Complaining to Ofsted

You may contact Ofsted at any time if you believe the Early Years Foundation Stage requirements are not being met or you remain dissatisfied with our response.

- Telephone: 0300 123 4666
- Email: enquiries@ofsted.gov.uk
- Online information: www.gov.uk/complain-about-childcare

Records and learning

We keep a summary record of complaints and their outcomes for at least three years and make it available to Ofsted on request. Where a complaint is upheld, the directors review whether changes to practice, training, risk assessment or policy are required.

Contact details

Isabello's Preschool

The Church Hall, Christ Church, Oakhurst, Sayers Common, West Sussex, BN6 9JA

07534 701 625

info@isabellos.co.uk

Ofsted URN: EY560785

This procedure is included in full within Isabello's Preschool Policies and Procedures 2026-2027. It applies from 1 September 2026 and is reviewed at least annually.